



250 Wood Road,
Annapolis, MD 21402-5050

Introducing...

CAPT Susan B. Herrold, NC, USN EXECUTIVE OFFICER

A native of Pensacola, Florida, Captain Herrold was commissioned as a Lieutenant Junior Grade on 27 July 1981. She received a Bachelor of Science in Nursing degree in 1978 from Florida State University. Upon graduating, she completed a one-year nurse internship at the University of Alabama Hospitals in Birmingham, Alabama followed by a year as the Director for Home Health Services at East End Memorial Hospital, Birmingham, Alabama.

Upon entering the Navy in 1981, Captain Herrold reported to Naval Medical Center, San Diego, California. She subsequently served at Naval Hospital Okinawa, Japan and Beaufort Naval Hospital, Beaufort, South Carolina prior to entering Duty Under Instruction in 1989. Captain Herrold received her Master of Nursing Degree as a Family Nurse Practitioner from Emory University, Atlanta, Georgia in 1991.

Shortly after her arrival to Naval Hospital Charleston, Captain Herrold deployed to Guantanamo Bay, Cuba as part of Operation Safe Harbor. While assigned to Naval Hospital

Charleston, she became the first Department Head for Health Promotion and Wellness.

In 1995, Captain Herrold reported to the Bureau of Medicine and Surgery, Washington, DC, where she served as Special Assistant for Women's Health Issues to the Assistant Chief, Operational Medicine and Fleet Support. Following her headquarters tour, Captain Herrold reported to Naval Hospital, Rota, Spain. During her tour, she became the first Nurse Corps officer to hold the position of Head, Family Practice and subsequently Director of Medical Services.

In June 2001, Captain Herrold reported to Naval Medical Clinic, Annapolis, Maryland as Executive Officer.

Captain Herrold's military awards include the Meritorious Service Medal, Navy Commendation Medal, Navy Achievement Medal (two awards), and Army Achievement Medal.

Hobbies include running, biking, and traveling. She is currently training for the upcoming Marine Corps Marathon.

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TRICARE ENROLLMENT

Pediatrics	800
Military Med	5565
Primary Care Clinic	2606

MANAGED CARE DEPARTMENT by Karen Coffman

Our vision states that we are a high performance managed care organization. So what's managed care? Essentially, it's taking care of patients during sickness and in health, just like the wedding vows! Our goal is to keep them well through immunizations, screenings, health promotion efforts, and counseling for unhealthy habits. When they are sick or injured, we step in and attempt to heal them.

Obviously since we are a clinic vs. a hospital, we can't do everything. In that case, we try and facilitate their transition either to specialists, a hospital, from the hospital into home care, or rehab units with follow-up visits to appropriate specialists or to their primary care manager. With the assignment of our patients to individual health care providers, patients and providers are able to develop a relationship. The provider learns about the patient and the patient knows whom to count on for help.

So what do those people in the Managed Care Department do if the providers are managing our patient's care? The Managed Care Department assists the providers by providing notifications of hospital admissions, facilitating authorization for care when problems occur, and sometimes helping our non-prime patients find providers in the community to take over their care. The staff also enrolls patients into TRICARE and assists them with billing problems. They also help prime patients get appointments when their enrollments are late getting into CHCS. The staff counsels patients on the best option for obtaining health care coverage so everyone gets the appropriate type of care at the appropriate level.

What's the best way to take care of our patients? The optimum word is CARE. Providers and medically trained people need to think about the patient's physical and mental well-being. Do our patients know we care? Our staff makes their process of getting care as easy as possible.

Clearly from past awards, we do care! Let's keep up our support and our caring attitude towards our patients. Together we set the standard for excellence!

Coming Soon!

JULY

27 Awards Ceremony

AUGUST

21, 28 First Term Success Workshop

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Orthopedic Symposium

Orthopaedics and Sports Medicine Department, Naval Medical Clinic, spearheaded by CAPT Wilckens, CAPT Deafenbaugh, and CDR Demaio launched the Inaugural Service Academies Sports Medicine Symposium, 21-23 June 2001, at Hubbard Hall, U.S. Naval Academy. Approximately 40 orthopaedic surgeons, physical therapists, residents, and fellows attended this symposium. Photo shows former Brigade Medical Officer and NMCLA Orthopaedic surgeon Edward McDevitt presenting his topic on Creatine and Rhabdomyolysis/Ergogenic Drugs.

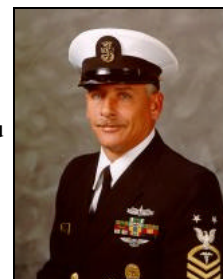
This Month in Navy Medicine History

Excerpt from Navy Marine Corps Medical News - MN012706

- **July 7, 1948** - Ruth Flora becomes the first woman to become a member of the Navy Hospital Corps.
- **July 11, 1945** - The famous Suribachi flag raising photo, depicting a Navy hospital corpsman and three Marines raising the flag after this important World War II victory, became the first in a series of U.S. Victory stamps. It was the first time a hospital corpsman - and Sailor - was on a U.S. postal stamp.
- **July 22, 1964** - HMC Sandus Manning and three other Sailors submerged in Sealab I, a research vessel, to a depth of 192 feet off the coast of Bermuda. They stayed under the sea for 10 days.



COMMAND MASTER CHIEF'S CORNER HMCM(AW/SW/NAC) RONALD O. RANG, USN



Whew, what a month we've had! I'd like to use my space in the Crier this month to tell you all thanks very much for all your efforts. First up: I'd like to thank the MWR Committee in whole and the following individuals for their part in setting up the HM Birthday picnic. Thanks to HM1 Moesch, HM2 Clingerman, HN J. Clark, HN Holm, HM2 Johnson, HN Romero, HM2 Richardson and finally the CPO Mess. From what I understand, it was the BEST birthday picnic this clinic has held. (A good time was had by all.) Secondly, I'd like to congratulate the entire Multicultural Committee on winning the DON Nathaniel Stinson Award this year. It's about time that the rest of the Navy knows what we already know, that we have a very active committee and a great command that recognizes people from all walks of life. BZ to our award winning committee. Thirdly, (is that a word?) I want to recognize the behind-the-scenes people who pulled off a great Change of Command/Retirement Ceremony. Thanks to LCDR Mundt for all the planning and coordinating. Thanks, to all who participated in the flag folding and flag passing ceremony. Thanks, to those who served as ushers and sideboys. Thanks, to the color guard who performed flawlessly, and a special thanks to our PSI's who did everything from moving chairs to borrowing tents and all those other little jobs no one else had time to do. This event was viewed by no fewer than 13 flag officers active and retired, and once again showed the rest of the Navy what NMCL Annapolis was capable of. Thanks to all the corpsmen, doctors and nurses involved in the Plebe Exercise Program, not just the screening, sickcall, and injury treatment and prevention but also for PEP summer instructors. And last, but certainly not least, I'd like to thank the entire clinic (I guess I've already done that!) for the I-day and I day-1 evolutions. This was my first I-day, and it was extremely pleasing to watch the entire clinic come together and truly work as the team that we are. MEPS stations (who do this for a living) couldn't have done a better job. AND, if that wasn't enough, you did all this while still providing outstanding medical care to our beneficiaries. Pat yourselves on the back; you deserve it! You are truly professionals.

Multi-Cultural Committee

MEMBERS

HM2 F. Richardson - Chairman
LT K. Elder
LT A. Petrovanie
ETCM E. Lewis
HM2 V. Reynolds
YN3 C. Taylor
LTJG W. McCloud
HM3 S. Powell

LCDR C. Weisz - CMEO
LTJG Dietz—Asst. CMEO
LT D. Ramirez
HMCS P. Fabian
CTIC S. Delucchi
HM2 L. Hefty
HM2 W. Mack
HM3 D. Cruz

NATHANIEL STINSON Leadership and Achievement Award



Pictures courtesy of de Val grafik Source

The Nathaniel Stinson Leadership and Achievement Awards are presented annually to Navy and Marine Corps activities to recognize the execution of Equal Opportunity/Diversity initiatives that have advanced the dignity, equality and independence of their military and civilian work force. The numerous activities of the NMCL Annapolis Multicultural Committee were recognized at an award ceremony at the Pentagon on June 20, 2001 when NMCL Annapolis was awarded the Department of the Navy Nathaniel Stinson Equal Employment Opportunity award for a small command.

Congratulations!

HM2 Adam Waterman, USN
Senior Sailor of the Quarter
 HN Julia Clark, USN
Junior Sailor of the Quarter
 HM3 L. Mars - HM2 Selectee
 LCDR V. Mundt - Commander selectee
 LCDR N. Brown - Commander selectee
 LCDR L. Hoffman - Commander selectee
 LCDR R. Wilkening - Commander selectee



Hannah Maria to
 HN Natalie Marcelle -
 18 JUL 01

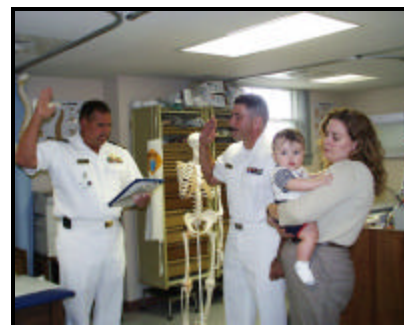
Hail!

LCDR R. Wilkening - Occ Health
 LT S. Vath - Physical Therapy
 LT J. Lynch - Optometry
 LT F. McRae - Specialty Clinic
 LT E. Zentrich - PrevMed
 HM2 L. Rodriguez - Orthopedics
 HM3 S. Foltz - Pt. Admin
 PN3 C. King - Admin
 HN J. Batchelor - PreComms
 HN B. Hurst - MilMed
 HN D. Mapp, Jr. - Optometry
 HN A. McCarthy - MilMed
 HA G. Orodio - Pt. Admin.
 HR S. Sok - OpMan

End Of Plebe Summer
 Picnic
 Coming Soon

Farewell!

CDR S. Mawn - Retirement
 CDR E. McNinch - NH Glakes, IL
 LCDR R. Ebel - CivLant
 LCDR K. Wyatt - USNH Rota
 HMC J. Payne - Retirement
 HMC G. Thomas - Retirement
 HM2 A. Justiniano - IDC School



HM2 Rodriguez was reenlisted by
 Captain Deafenbaugh, witnessed
 by his wife, Lora and son, Luis.



LT Brian Clark received his Navy and Marine
 Corps Commendation Medal, witnessed by his
 wife, Kendra.



MA1 L. Green received his first
 Navy & Marine Corps Commenda-
 tion Medal.



LT S. Morley is joined by her hus-
 band and son as she received her
 first Navy & Marine Corps Co m-
 mendation Medal.

MEASURE OF EXCELLENCE FEB/MAR/APR 2001

Overall JCAHO Score (100 is highest; 0 is lowest)

JCAHO Sub-score (1 is highest; 5 is lowest)

COMPETENCE ASSESSMENT: Verify that healthcare professionals are actually
 providing quality healthcare;

CREDENTIALING: Certifying that healthcare professionals are licensed and quali-
 fied to provide care;

EDUCATION OF PATIENTS AND FAMILY: Helping patients and their families
 acquire the skills they need to care for themselves;

INFECTION CONTROL: Monitoring the rate of clinic infections and taking meas-
 ures to minimize their occurrence;

PATIENT'S RIGHTS: Protecting and respecting each patient's rights;

PLANNING AND PROVIDING CARE: Individualizing care responsive to specific
 patient needs;

Overall satisfaction with medical care (7 is highest; 0 is lowest)

Overall quality of care received (5 is highest; 0 is lowest)

Access to medical care (5 is highest; 0 is lowest)

Appointment wait time (5 is highest; 0 is lowest)

OUR SCORE

97

1

1

1

1

1

1

5.95

4.17

3.92

3.94

CIVILIAN AVERAGE

93

5.46

3.88

3.71

3.51

REPORT CARD